

Enterprise Incident Report September 2012

As of 10/1/2012

Labor Commission

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution	
			Low	FCR Total
Labor Commission	Application Services	Martin Gonzalez	1	1
			1	1
		Assigned to Individual Total	1 1	1 1
	Help Desk	Eileen Dubach	1	1
			1	1
		James Stearns	3	3
			2	2
		Julie VanBeekum	7	7
			7	7
		Vicky Marrelli	1	1
			1	1
		Assigned to Individual Total	12 11	12 11
	Metro A Desktop Support	Nancy Hachmeister	26	26
			2	2
		Rodney Austin	6	6
			4	4
		Assigned to Individual Total	32 6	32 6
	Metro A Help Desk	Ed Conrad	5 3	5 3

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Labor Commission

			Low	FCR Total
Labor Commission	Metro A Help Desk	Edward Fortner	4	4
			4	4
		Liz Evans	7	7
			6	6
		Assigned to Individual Total	16 13	16 13
	Metro A Hosting	Keith Scholl	1	1
			0	0
		Tom Carney	1	1
			0	0
		Assigned to Individual Total	2 0	2 0
	Operations Production Control	Christie Burnham	1	1
			1	1
		Assigned to Individual Total	1 1	1 1
	Rural South Desktop Support	Lane Adams	2	2
			0	0
		Assigned to Individual Total	2 0	2 0
	Strategic Communications	Dennis Rogers	2	2
			0	0
		Assigned to Individual Total	2 0	2 0
	Technical Lead/Project Manager	Martin Gonzalez	1	1
			1	1
		Assigned to Individual Total	1 1	1 1

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Labor Commission

			Low	FCR Total
Labor Commission	Voice Operations	Kelly Johnson	10	10
		Romanza Hamblin Sorensen	11	11
		Assigned to Individual Total	21	21
	Assigned Group Total		7134	7134
	Customer Company Total		7134	7134

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Labor Commission

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response	
			Low	MIR Total
Labor Commission	Application Services	Martin Gonzalez	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Help Desk	Eileen Dubach	1 0	1 0
		James Stearns	3 0	3 0
		Julie VanBeekum	7 0	7 0
		Vicky Marrelli	1 0	1 0
		Assigned to Individual Total	12 0	12 0
	Metro A Desktop Support	Nancy Hachmeister	26 0	26 0
		Rodney Austin	6 1	6 1
		Assigned to Individual Total	32 1	32 1
	Metro A Help Desk	Ed Conrad	5 0	5 0

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Labor Commission

			Low	MIR Total
Labor Commission	Metro A Help Desk	Edward Fortner	4 0	4 0
		Liz Evans	7 0	7 0
		Assigned to Individual Total	16 0	16 0
	Metro A Hosting	Keith Scholl	1 0	1 0
		Tom Carney	1 0	1 0
		Assigned to Individual Total	2 0	2 0
	Operations Production Control	Christie Burnham	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Rural South Desktop Support	Lane Adams	2 0	2 0
		Assigned to Individual Total	2 0	2 0
	Strategic Communications	Dennis Rogers	2 0	2 0
		Assigned to Individual Total	2 0	2 0
	Technical Lead/Project Manager	Martin Gonzalez	1 0	1 0
		Assigned to Individual Total	1 0	1 0

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Labor Commission

			Low	MIR Total
Labor Commission	Voice Operations	Kelly Johnson	1 0	1 0
		Romanza Hamblin Sorensen	1 0	1 0
		Assigned to Individual Total	2 0	2 0
	Assigned Group Total		71 1	71 1
Customer Company Total			71 1	71 1

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Labor Commission

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours	
			Low	ATTIR Total
Labor Commission	Application Services	Martin Gonzalez	1 0.00	1 0.00
		Assigned to Individual Total	1 0.00	1 0.00
	Help Desk	Eileen Dubach	1 0.20	1 0.20
		James Stearns	3 0.11	3 0.11
		Julie VanBeekum	7 0.01	7 0.01
		Vicky Marrelli	1 0.00	1 0.00
		Assigned to Individual Total	12 0.05	12 0.05
	Metro A Desktop Support	Nancy Hachmeister	26 0.12	26 0.12
		Rodney Austin	6 0.39	6 0.39
		Assigned to Individual Total	32 0.17	32 0.17
	Metro A Help Desk	Ed Conrad	5 0.04	5 0.04

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Labor Commission

			Low	ATTIR Total
Labor Commission	Metro A Help Desk	Edward Fortner	4 0.00	4 0.00
		Liz Evans	7 0.00	7 0.00
		Assigned to Individual Total	16 0.01	16 0.01
	Metro A Hosting	Keith Scholl	1 0.36	1 0.36
		Tom Carney	1 0.00	1 0.00
		Assigned to Individual Total	2 0.18	2 0.18
	Operations Production Control	Christie Burnham	1 0.00	1 0.00
		Assigned to Individual Total	1 0.00	1 0.00
	Rural South Desktop Support	Lane Adams	2 0.13	2 0.13
		Assigned to Individual Total	2 0.13	2 0.13
	Strategic Communications	Dennis Rogers	2 0.32	2 0.32
		Assigned to Individual Total	2 0.32	2 0.32
	Technical Lead/Project Manager	Martin Gonzalez	1 0.21	1 0.21
		Assigned to Individual Total	1 0.21	1 0.21

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Labor Commission

			Low	ATTIR Total
Labor Commission	Voice Operations	Kelly Johnson	1 0.00	1 0.00
		Romanza Hamblin Sorensen	1 0.06	1 0.06
		Assigned to Individual Total	2 0.03	2 0.03
	Assigned Group Total		71 0.11	71 0.11
Customer Company Total			71 0.11	71 0.11

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Labor Commission

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution	
			Low	MR Total
Labor Commission	Application Services	Martin Gonzalez	1 1	1 1
		Assigned to Individual Total	1 1	1 1
	Help Desk	Eileen Dubach	1 0	1 0
		James Stearns	3 0	3 0
		Julie VanBeekum	7 0	7 0
		Vicky Marrelli	1 0	1 0
		Assigned to Individual Total	12 0	12 0
	Metro A Desktop Support	Nancy Hachmeister	26 0	26 0
		Rodney Austin	6 0	6 0
		Assigned to Individual Total	32 0	32 0
	Metro A Help Desk	Ed Conrad	5 0	5 0

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Labor Commission

			Low	MR Total
Labor Commission	Metro A Help Desk	Edward Fortner	4 0	4 0
		Liz Evans	7 0	7 0
		Assigned to Individual Total	16 0	16 0
	Metro A Hosting	Keith Scholl	1 0	1 0
		Tom Carney	1 0	1 0
		Assigned to Individual Total	2 0	2 0
	Operations Production Control	Christie Burnham	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Rural South Desktop Support	Lane Adams	2 0	2 0
		Assigned to Individual Total	2 0	2 0
	Strategic Communications	Dennis Rogers	2 2	2 2
		Assigned to Individual Total	2 2	2 2
	Technical Lead/Project Manager	Martin Gonzalez	1 0	1 0
		Assigned to Individual Total	1 0	1 0

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Labor Commission

			Low	MR Total
Labor Commission	Voice Operations	Kelly Johnson	10	10
		Romanza Hamblin Sorensen	10	10
		Assigned to Individual Total	20	20
	Assigned Group Total		713	713
Customer Company Total			713	713

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Labor Commission

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours	
			Low	ATTR Total
Labor Commission	Application Services	Martin Gonzalez	1 80.57	1 80.57
		Assigned to Individual Total	1 80.57	1 80.57
	Help Desk	Eileen Dubach	1 0.20	1 0.20
		James Stearns	3 0.11	3 0.11
		Julie VanBeekum	7 0.01	7 0.01
		Vicky Marrelli	1 0.00	1 0.00
		Assigned to Individual Total	12 0.05	12 0.05
	Metro A Desktop Support	Nancy Hachmeister	26 0.18	26 0.18
		Rodney Austin	6 0.54	6 0.54
		Assigned to Individual Total	32 0.24	32 0.24
	Metro A Help Desk	Ed Conrad	5 0.14	5 0.14

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			Low	ATTR Total
Labor Commission	Metro A Help Desk	Edward Fortner	4 0.00	4 0.00
		Liz Evans	7 0.04	7 0.04
		Assigned to Individual Total	16 0.06	16 0.06
	Metro A Hosting	Keith Scholl	1 0.53	1 0.53
		Tom Carney	1 0.00	1 0.00
		Assigned to Individual Total	2 0.26	2 0.26
	Operations Production Control	Christie Burnham	1 0.00	1 0.00
		Assigned to Individual Total	1 0.00	1 0.00
	Rural South Desktop Support	Lane Adams	2 0.87	2 0.87
		Assigned to Individual Total	2 0.87	2 0.87
	Strategic Communications	Dennis Rogers	2 8.25	2 8.25
		Assigned to Individual Total	2 8.25	2 8.25
	Technical Lead/Project Manager	Martin Gonzalez	1 1.99	1 1.99
		Assigned to Individual Total	1 1.99	1 1.99

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			Low	ATTR Total
Labor Commission	Voice Operations	Kelly Johnson	1 0.00	1 0.00
		Romanza Hamblin Sorensen	1 0.40	1 0.40
		Assigned to Individual Total	2 0.20	2 0.20
	Assigned Group Total		71 1.59	71 1.59
Customer Company Total			71 1.59	71 1.59

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Detail

INC000000566509	Elena Bensor	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Application Services	Martin Gonzalez	Labor Commission	Low	Resolved	TTR Missed: Yes	80.57
INC000000572548	Eric Steadman	PC/Laptop	None	None		TIR Missed: No	0.12
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.13
INC000000572904	Gabriella Salazar	PC/Laptop	Virus	None		TIR Missed: No	0.15
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.16
INC000000573032	Kate McNeill	Telecom	Voice Mail	None		TIR Missed: No	0.00
	Voice Operations	Kelly Johnson	Labor Commission	Low	Closed	TTR Missed: No	0.00
INC000000573039	Charles Grizzell	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.02
INC000000573042	Kate McNeill	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.01
INC000000573555	Gina Spjut	PC/Laptop	Performance	None		TIR Missed: No	0.01
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.03
INC000000573683	Michael Slyter	None	None	None		TIR Missed: No	0.00
	Metro A Hosting	Tom Carney	Labor Commission	Low	Closed	TTR Missed: No	0.00
INC000000573843	Debbie King	PC/Laptop	None	None		TIR Missed: No	0.11
	Rural South Desktop Support	Lane Adams	Labor Commission	Low	Closed	TTR Missed: No	0.11
INC000000573940	James E Johnston	Application	Reporting	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Labor Commission	Low	Closed	TTR Missed: No	
INC000000573987	Tracy Payne	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Labor Commission	Low	Closed	TTR Missed: No	0.00
INC000000574215	Holly Lawrence	Application	Error	Microsoft Excel		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.32
INC000000574517	Heather Gunnarson	Application	None	Gmail		TIR Missed: No	0.21
	Technical Lead/Project Manager	Martin Gonzalez	Labor Commission	Low	Closed	TTR Missed: No	1.99
INC000000574525	Dave Bloomfield	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Labor Commission	Low	Closed	TTR Missed: No	0.00
INC000000574787	Gina Spjut	None	None	None		TIR Missed: No	0.21
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.23
INC000000574898	Shaheen Safiullah	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low	Closed	TTR Missed: No	0.00

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INC000000575389	Debbie King	Application	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Labor Commission	Low	Closed	TTR Missed: No	0.00
INC000000575452	Dennis Crenshaw	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Labor Commission	Low	Closed	TTR Missed: No	0.00
INC000000575828	Terri DeVries	Application	None	None		TIR Missed: Yes	1.49
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Closed	TTR Missed: No	1.49
INC000000576044	Deedee Brunatti	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Labor Commission	Low	Closed	TTR Missed: No	0.00
INC000000576099	Patsy Ortega	None	None	None		TIR Missed: No	0.13
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Closed	TTR Missed: No	0.13
INC000000576150	Alan L Hennebold	Telecom	Voice Mail	Telephone		TIR Missed: No	0.06
	Voice Operations	Romanza Hamblin Sorensen	Labor Commission	Low	Closed	TTR Missed: No	0.40
INC000000576240	Bobbi Smith	EIS Hardware	None	None		TIR Missed: No	0.32
	Strategic Communications	Dennis Rogers	Labor Commission	Low	Closed	TTR Missed: Yes	8.30
INC000000576244	Bobbi Smith	EIS Hardware	None	None		TIR Missed: No	0.32
	Strategic Communications	Dennis Rogers	Labor Commission	Low	Closed	TTR Missed: Yes	8.20
INC000000576719	Shirley Cordova	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Labor Commission	Low	Closed	TTR Missed: No	0.00
INC000000576838	Debbie King	Application	Password	Utah Master Directory		TIR Missed: No	0.17
	Help Desk	James Stearns	Labor Commission	Low	Closed	TTR Missed: No	0.17
INC000000576839	Debbie King	Application	Password	Utah Master Directory		TIR Missed: No	0.16
	Help Desk	James Stearns	Labor Commission	Low	Closed	TTR Missed: No	0.16
INC000000577052	Bobie Tupou	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Labor Commission	Low	Closed	TTR Missed: No	0.00
INC000000577097	Shaheen Safiullah	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.10
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.11
INC000000577642	Ami Windham	Application	None	None		TIR Missed: No	0.14
	Rural South Desktop Support	Lane Adams	Labor Commission	Low	Resolved	TTR Missed: No	1.63
INC000000577650	Shirley Cordova	PC/Laptop	Hardware	None		TIR Missed: No	0.10
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Closed	TTR Missed: No	0.10
INC000000577657	Ami Windham	Application	None	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Labor Commission	Low	Closed	TTR Missed: No	0.00
INC000000578446	Tonya Gallegos	None	None	None		TIR Missed: No	0.35
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.36

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INC000000578448	Tonya Gallegos	None	None	None		TIR Missed: No	0.34
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.34
INC000000578483	Jerry Pincock	Application	None	Novell GroupWise		TIR Missed: No	0.13
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Closed	TTR Missed: No	0.92
INC000000578495	Tonya Gallegos	Network	Performance	Novell eDirectory		TIR Missed: No	0.09
	Help Desk	Julie VanBeekum	Labor Commission	Low	Resolved	TTR Missed: No	0.09
INC000000578623	Tonya Gallegos	None	None	None		TIR Missed: No	0.36
	Metro A Hosting	Keith Scholl	Labor Commission	Low	Closed	TTR Missed: No	0.53
INC000000578702	Micheal Pedersen	Network	Performance	Novell eDirectory		TIR Missed: No	0.03
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.03
INC000000578710	Heather Gunnarson	Network	Performance	None		TIR Missed: No	0.05
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.05
INC000000578986	Patricia Cormey	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Labor Commission	Low	Resolved	TTR Missed: No	0.00
INC000000579339	Lola Chacon	Application	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low	Resolved	TTR Missed: No	0.08
INC000000579357	Dave Bloomfield	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.05
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.64
INC000000579403	Eldon Tryon	PC/Laptop	Hardware	None		TIR Missed: No	0.15
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.15
INC000000579406	Eric Steadman	Network	Performance	None		TIR Missed: No	0.14
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.15
INC000000579408	Bobie Tupou	PC/Laptop	Performance	Novell eDirectory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Labor Commission	Low	Resolved	TTR Missed: No	0.00
INC000000580465	Eldon Tryon	None	None	Microsoft Windows 7		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low	Resolved	TTR Missed: No	0.05
INC000000580806	Shaheen Safiullah	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.19
INC000000581151	Brad Morse	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Labor Commission	Low	Resolved	TTR Missed: No	0.00
INC000000581192	Kate McNeill	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.02
INC000000581314	Sherrie Hayashi	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Labor Commission	Low	Resolved	TTR Missed: No	0.00

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INC000000581322	Christin Torres	PC/Laptop	Hardware	None		TIR Missed: No	0.47
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.50
INC000000581521	Amra Ferhatbegovic	None	None	None		TIR Missed: No	0.52
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Resolved	TTR Missed: No	0.52
INC000000581551	Dave Bloomfield	Network	Performance	Novell eDirectory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Labor Commission	Low	Resolved	TTR Missed: No	0.00
INC000000581715	Ami Windham	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Labor Commission	Low	Resolved	TTR Missed: No	0.00
INC000000581743	Kerry Chlarson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Labor Commission	Low	Resolved	TTR Missed: No	0.00
INC000000582008	Alicia Zavala-Lopez	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Resolved	TTR Missed: No	0.06
INC000000582321	Jo Ann Lowther	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Labor Commission	Low	Resolved	TTR Missed: No	0.00
INC000000582418	Donald Walker	Application	Password	PGP		TIR Missed: No	0.20
	Metro A Help Desk	Ed Conrad	Labor Commission	Low	Resolved	TTR Missed: No	0.42
INC000000582514	Brad Morse	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Labor Commission	Low	Resolved	TTR Missed: No	0.26
INC000000582711	Donald Walker	Application	Password	PGP		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Labor Commission	Low	Resolved	TTR Missed: No	0.00
INC000000582773	Brad Morse	PC/Laptop	Performance	None		TIR Missed: No	0.13
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.14
INC000000582776	Dave Bloomfield	Application	Error	None		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.10
INC000000582916	Eric Steadman	Network	Performance	None		TIR Missed: No	0.06
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.07
INC000000583139	Dave Bloomfield	Application	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low	Resolved	TTR Missed: No	0.14
INC000000583482	Charles Grizzell	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Labor Commission	Low	Resolved	TTR Missed: No	0.00
INC000000583917	Lola Chacon	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.48
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.49
INC000000584002	William Adams Jr	None	None	None		TIR Missed: No	0.13
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.14

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INC000000584418	Holly Lawrence	Network	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.00
INC000000584950	Dave Bloomfield	Application	Password	Utah Master Directory		TIR Missed: No	0.20
	Help Desk	Eileen Dubach	Labor Commission	Low	Resolved	TTR Missed: No	0.20
INC000000585422	Shaheen Safiullah	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.07
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.07
INC000000585430	Brent Asay	PC/Laptop	Hardware	None		TIR Missed: No	0.13
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.13